

**GOVERNMENT OF INDIA  
DEPARTMENT OF SPACE  
VIKRAM SARABHAI SPACE CENTRE (VSSC)  
THIRUVANANTHAPURAM**

**Tender for Fixation of Rate for Servicing of out of warranty HP Printers  
and Plotters on per job basis**

**Bids to be submitted online**

**Tender No.: VSSC/PURCHASE UNIT I (MAIN PURCHASE)/VS202400436401 dated  
21-10-2024**

## A. Tender Details

Tender No :	<b>VSSC/PURCHASE UNIT I (MAIN PURCHASE)/VS202400436401</b>
Tender Date :	<b>21-10-2024</b>
Tender Classification:	<b>GOODS</b>
Purchase Entity :	<b>PURCHASE UNIT I (MAIN PURCHASE)</b>
Centre :	<b>VIKRAM SARABHAI SPACE CENTRE (VSSC)</b>

### **Fixation of Rate for Servicing of out of warranty HP Printers and Plotters on per job basis**

This tender is for the Rate Contract for Servicing of out of warranty HP Printers and Plotters on per job basis. PLEASE NOTE THE FOLLOWING WHILE SUBMITTING YOUR OFFER:-

- 1) Last minute clarification on tenders will not be entertained.
- 2) This is an E Tender. Hence Postal/Fax/Email tenders will not be accepted. Offer shall be submitted through our E-procurement portal.
- 3) Before submission of bid, the bidder should study all the terms and conditions mentioned in the tender document along with the files attached with the tender.
- 4) Please attach the pdf format of your offer also.
- 5) For any clarifications regarding this tender, your query should be sent to pso2\_main\_pur@vssc.gov.in Ph: 0471 2563523 clearly mentioning the tender number, within the time period specified in the tender.

#### **A.1 Tender Schedule**

Bid Submission Start Date :	<b>21-10-2024 16:34</b>
Bid Clarification Due Date :	<b>07-11-2024 10:00</b>
Bid Submission Due Date :	<b>14-11-2024 14:00</b>
Bid Opening Date :	<b>14-11-2024 14:01</b>

Price Bid Opening Date :

**22-11-2024 10:00**

## **B. Tender Attachments**

NA

### **Instructions To Vendors**

#### **1. Conditions for BIDDER FROM A COUNTRY WHICH SHARES LAND BORDER WITH INDIA**

1. 1. As per the Rule 144(xi) of General Financial Rule, 2017, any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the competent authority ie., Department for Promotion of Industry and Internal Trade (DPIIT).

2. 2. Hence, Vendors or Agents of a Vendor (Indian or others) from a country sharing border with India shall submit copy of valid registration made with Department for Promotion of Industry and Internal Trade (DPIIT), Government of India along with the tender mandatorily, without which the offer will be treated as invalid.

3. 3. Model Certificate for Tenders : "I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfills all requirements in this regard and is eligible to be considered". Please submit this declaration duly signed and stamped by your Authorized signatory in your Company/OEM's Letter head.

4. 4. Validity of Registration: Registration should be valid at the time of submission of bids and should be valid at the time of placement of order.

5. 5. Any false declaration and non-compliance of the above would be a ground for immediate rejection of offer or termination of the contract and further legal action in accordance with the laws.

## C. Bid Templates

### C.1 Technical Bid - Fixation of Rate for Servicing of out of warranty HP Printers and Plotters on per job basis

1. Fixation of Rate for AMC/Servicing of out of warranty HP make Printers and Plotters on per job basis for two years wef 01.11.2024. Details as per Annexure1 and T&C as per Annexure2. Specifications given shall be filled positively.

#### Item specifications for Fixation of Rate for AMC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	For framing RC		-		

#### 2. Service of All in Ones

##### Item specifications for Service of All in Ones

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	For Framing Rate contract		-		

#### 3. Service of Monochrome/ Color Laserjet Printer

##### Item specifications for Service of Monochrome/ Color Laserjet Printer

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	For Framing Rate contract		-		

#### 4. Service of Scanners

##### Item specifications for Service of Scanners

SI No	Specification	Value	Compliance	Offered Specification	Remark
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1	For Framing Rate contract		-		
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## 5. Service of A0/A1/A2/A3/A4 Plotters

### Item specifications for Service of A0/A1/A2/A3/A4 Plotters

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	For Framing Rate contract		-		

### Common Specifications (Applicable for all items)

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	1. Purpose: To Fix the Rate for Service of HP Printers/Plotters/Scanners and All-in-ones in VSSC, which is out of warranty.		-		
2	2. Mode of operation: The personnel deputed should be made available in all working days and holidays as and when required. For attending any number of breakdown calls at various user locations in VSSC including Vattiyoorkavu and Valiamala.		-		

3	<p>2b Maintenance shall be provided during our working hours. [9.00 AM to 5.00 PM - Monday through Friday], Breakdown calls shall be attended within 2 working days of intimation by the focal point/his office.</p>		-		
4	<p>2c.Repairs should include replacement of defective parts with original HP spare parts such as plastic and rubber components, PCBs, modules, power supplies, cables and installation of software.</p>		-		
5	<p>2d .The cost of spares and consumables are to be submitted along with quotation. The replaced spares should have 90 days warranty. The defective parts will be the property of VSSC.</p>		-		

6	3. Technicians have to take up and complete maintenance jobs allotted through online software (on VSSC Intranet) or otherwise, on per job basis, under the supervision of the staff assigned.		-		
7	4. The total no. of break down calls to be attended depends on the actual requirement.		-		
8	5. The rates quoted shall be valid for a period of two years from 01.11.2024 or date of placement of order whichever is earlier. Separate Orders for executing the works will be released subsequently as per the rate fixed by this Purchase Order.		-		
9	6. Ranking of the offers will be based on the total amount of the offer. Split order will not be awarded		-		



10	7. The department reserves the right to extend the contract for a further period for two more years without any change in contract terms, if desired.		-		
11	8. Maintenance Charges: - Spare parts used are to be billed separately.		-		
12	9. Amendment: Any addition of spare part due to the addition of new printers and deletion due to obsolescence should be intimated to the purchase concerned with a copy to Indenter which will be regularized as per procedure.		-		
13	10. VSSC reserves the right to place order for appropriate quantity with the established rate, terms and conditions for subsequent years on bilateral agreement.		-		

14	11. The workers deputed to VSSC by the contractor shall remain the employees of the contractor and they will not acquire any claim for future employment in VSSC or right for regularization as employees of the Dept. of Space.		-		
15	12. The contractor and his employees deputed to VSSC should abide by the rules and regulations of the Dept. including security checks.		-		
16	13. The contractor and the employees deputed to VSSC should have minimum 3 years experience in the Servicing of HP Printers/Plotter s/Scanners and All-in-ones in similar government or public sector organizations.		-		
17	14. The contractor has to provide as much as Technicians as and when required and they have to work at various units of VSSC.		-		

18	15. Technicians should possess ITI or Diploma in the field of electronics or that is related to maintenance of the equipments, categorized above.		-		
19	16. The personnel deployed to VSSC must have medical/accident insurance, and the copy of the insurance should be submitted once the party gets the order.		-		
20	17. The rate shall remain firm and fixed during the currency of the contract.		-		
21	18. The department will provide tools and software for the execution of jobs.		-		

22	<p>19. a Break-down Reporting: - Focal point for the contract will be Engineer in charge , EMF/ESMD. Technician deployed has to be in contact with ESMD for obtaining latest call update. ll completion etc. Bills will be forwarded only on receipt of the above reports.</p>		-		
23	<p>19. b Company has to submit monthly status to the focal point with the details of calls reported, call attended, pending and carry over from previous month if any, ca</p>		-		
24	<p>20. Fall Clause: The charges quoted by the party shall be in no event exceed the lowest charges at which they do the same work to any other party during the period of this contract.</p>		-		

25	<p>21. Down time compensation: In case of break-down calls are not attended within 2 weeks and standby is not supplied within this period, down time compensation at rate of 1.0% of relevant rate fixed, per day shall be recovered from you.</p>				
26	<p>22. In the event of violations of any terms and conditions or that the work performance is not meeting the norms of Quality Control of VSSC, the contract shall be terminated after giving ONE Week clear notice and the dispute, if any, shall be referred to an arbitrator who shall be appointed by the Chief Controller, VSSC and his awards shall be final and binding on the parties.</p>				

27	23. VSSC reserve the right to enter into parallel work contract/ adhoc contracts simultaneously or at any time during the period of the contract with one or more contractors for similar work.		-		
28	24. VSSC also reserve the right to terminate the Contract by giving one week notice without assigning any reasons, thereof.		-		
29	25a The work performance of the Technicians deployed will be under continuous evaluation. After observation for initial two weeks, if not found suitable, the contractor will have to replace them within one week of intimation.		-		
30	25b If number of replacements within 3 Months is more than 3, and if the replacements are also not suitable, the contract is liable to be short closed.		-		

31	<p>26. Payment :- Pro- rata quarterly [ once in three months ] at the end of each quarter after satisfactory servicing. Our Service Call Report [Annexure - 'B'] along with your DC/invoice sealed by CISF at security gate, duly signed by the focal point, and countersigned by the DH, ESMD shall be sent to the Accounts Officer, concerned Accounts for arranging payment.</p>				
32	<p>26.b The invoice shall be in triplicate, Original to the respective paying Authority, Duplicate to your Service Engineer and triplicate to the focal point.</p>				
33	<p>27a. Replacement of Spares: - Bill for spares shall be forwarded by EIC/ESMD and certified by DH, ESMD for payment.</p>				

34	27.b Delivery Chelan sealed at the Security gate and certified by concerned user for receipt of spares for repair and approved by DH, ESMD shall be attached to the payment claim.		-		
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**Supporting Documents required from Vendor**

**1. Any other information**

**2. Any other information**

**3. Price bid format (Price Bid Related)**

**4. Experience certificate in servicing of HP printers and plotters in any organisation**

**5. List of replaceable spare part with rate shall be uploaded**

5 additional documents can be uploaded by the vendor



## C.2 Commercial Terms / Bid

Sl. No.	Description	Compliance	Vendor Terms
1	Should provide 6 months minimum warranty for Spares replaced.	Yes / No / Explain	
2	All necessary tools and tackles for the work shall be brought by the contractor.	Yes / No / Explain	
3	Any loss incurred to the Department is liable to be recovered from the Contractor.	Yes / No / Explain	
4	Entry Pass: Entry passes shall be arranged by the Department for your service personnel deputed to VSSC. The period/date(s) of visit shall be informed and confirmed with VSSC well in advance.	Yes / No / Explain	
5	In order to avail of the benefits extended by Govt. of India to the Micro and Small sector, please submit along with the offer an attested copy of valid EM Part II signed by the GM, District Industries Centre.	-	
6	If you submit any forged or false documents along with the tender, such tender will be summarily rejected and you will be black listed for all future tenders.	-	
7	Additions & Deletions: VSSC reserve the right to add or delete any number of similar types of system during the currency of the contract as per the agreed rates.	Yes / No / Explain	
8	Termination: VSSC reserve the right to terminate the contract, if the performance of the contractor or his employees is found to be unsatisfactory during the currency of the contract by giving one month notice in writing.	Yes / No / Explain	
9	Sublet of Contract: You shall not sublet, transfer or assign the contract or any part thereof without our prior written approval.	Yes / No / Explain	

10	<p>Fall Clause: The service charges shall in no event exceed the lowest charges at which you maintain system of identical description to any other party during the period of this contract. If any time, during the said period, you reduce the service charges of such machine to any other customer, it shall forthwith notified to us and the charges payable under the contract for servicing done after the date of coming into force of such reduction of maintenance charges shall stand correspondingly reduced.</p>	Yes / No / Explain	
11	<p>Arbitration: In the event of any dispute/s, difference/s or claim/s arising out of or relating to the interpretation and application of the Contract, such dispute/s or difference/s or claim/s shall be settled amicably by mutual consultations of the good Offices of the respective Parties and recognizing their mutual interests attempt to reach a solution satisfactory to both the parties. If such a resolution is not possible, within 30 days from the date of receipt of written notice of the existence of such dispute/s, then the unresolved dispute/s or difference/s or claim/s shall be referred to the Sole Arbitrator appointed by the Parties by mutual consent in accordance with the rules and procedures of Arbitration and Conciliation Act 1996 as amended from time to time. The arbitration shall be conducted in Bengaluru in the Arbitration and Conciliation Centre only. Work under the Contract shall be continued by the CONTRACTOR during the pendency of arbitration proceedings, without prejudice to a final adjustment in accordance with the decision of the Arbitrator unless otherwise directed in writing by the DEPARTMENT or unless the matter is such that the works cannot be possibly continued until the decision (whether final or interim) of the Arbitrator is obtained.</p>	Yes / No / Explain	
12	<p>In the event of damages to our property or injury to our/your personnel due to the negligence of Contractor workers due to accidents/natural calamities etc.</p>	Yes / No / Explain	

13	In case, after award of this contract you fail to execute the same, we shall get the works done through other agencies at your risk and cost.	Yes / No / Explain	
14	The contractor shall make his own arrangements for transport, canteen, safety, medical and other amenities for his personnel deputed to VSSC.	Yes / No / Explain	
15	The work shall be done at our site during normal working hours between 0900 hrs & 1700 hrs (Monday to Friday).	Yes / No / Explain	
16	The contractor shall depute only qualified and trained Engineers/Technicians for attending the maintenance work and they shall be Indian Nationals.	Yes / No / Explain	

### C.3 Price Bid

Sl. No.	Item	Quantity	Unit Price	Currency	Total Price	Remark
1	Fixation of Rate for AMC/Servicing of out of warranty HP make Printers and Plotters on per job basis for two years wef 01.11.2024. Details as per Annexure1 and T&C as per Annexure2. Specifications given shall be filled positively.	1.00 Lot		-		
2	Service of All in Ones	30.00 Job		-		
3	Service of Monochrome/Color Laserjet Printer	455.00 Job		-		
4	Service of Scanners	66.00 Job		-		
5	Service of A0/A1/A2/A3/A4 Plotters	12.00 Job		-		

### Common charges (Applicable for all items)

<b>Freight charge</b>	
<b>P&amp;F Charges</b>	